



## Quality Policy



# Quality Policy

Airswift is fully dedicated to operating a Quality Management System in accordance with the principles of BS ISO 9001:2015 in order to demonstrate its commitment to quality to both customers and employees; and establish a philosophy of continuous improvement in all its operations. We believe that adopting this approach gives us greater commercial strength and our commitment to a quality approach is standard throughout the business and is aligned with the company's strategic objectives.

Our objective is to provide a service that meets all interested parties' requirements helping us to become trusted worldwide to deliver global workforce solutions to the energy, process and infrastructure industries. Throughout our day to day business activities and interactions we will demonstrate our commitment to Airswift's Core Values – Safety, excellence, integrity and growth.

We provide a professional and seamless service to all customers, in a timely manner, and in accordance with all relevant statutory and regulatory requirements. We actively encourage our customers to provide comments and suggestions or raise any concerns with the service; we seek fair, just and prompt solutions whenever possible to any complaint received. A complaints handling process is in place for dealing with any issues and all Airswift staff are trained in this procedure.

We want all our employees to be committed to quality, to recognise its importance, and to act accordingly and we recognise that it is our responsibility, from top management down, to provide all personnel with the means and the

motivation to do so. Our employees are our greatest asset and we aim to give them every opportunity to use their skills and experience to improve the quality of the service we provide.

Our staff will be educated on the desired customer service standards; will exhibit customer friendly service skills; and will strive to solve any issues in order to meet the needs of our customers. We recognise the importance of being approachable and responsive to our customers.

Standard Operating Procedures which relate to all aspects of service delivery are adopted globally, to ensure standards of services are maintained and consistent in all locations. As part of our commitment to upholding professional standards, we will review our policies and procedures annually to ensure that they continue to meet business needs, and to ensure their continued relevance and applicability.

Quality objectives are established throughout the business to ensure that business and customer needs are met. These objectives are reviewed on a regular basis, to monitor and measure performance. We will continue to make quality a fundamental part of our policy, strategy and operations. We recognise that customers' expectations and perception of the quality of service we provide are constantly under review, and we are committed to meeting, or exceeding those expectations wherever possible.

The Company's Senior Managers will ensure that this policy statement is briefed, understood and implemented at all levels within the company.



Janette Marx  
Chief Executive Officer



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